

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:	) Conf. No.: 9867
Eric James	)
	)
Serial No.: 09/675,597	) Filed: September 29, 2000
	)
For: SYSTEM AND METHOD OF	) Art Unit: 2614
USING A PHONE TO ACCESS	)
INFORMATION IN A CALL	)
CENTER	)
	)
Primary	)
Examiner: Phan, Joseph T.	)
	)

## AMENDMENT

Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-0001

In response to the Office Action mailed October 28, 2009, please amend the application  
as follows: